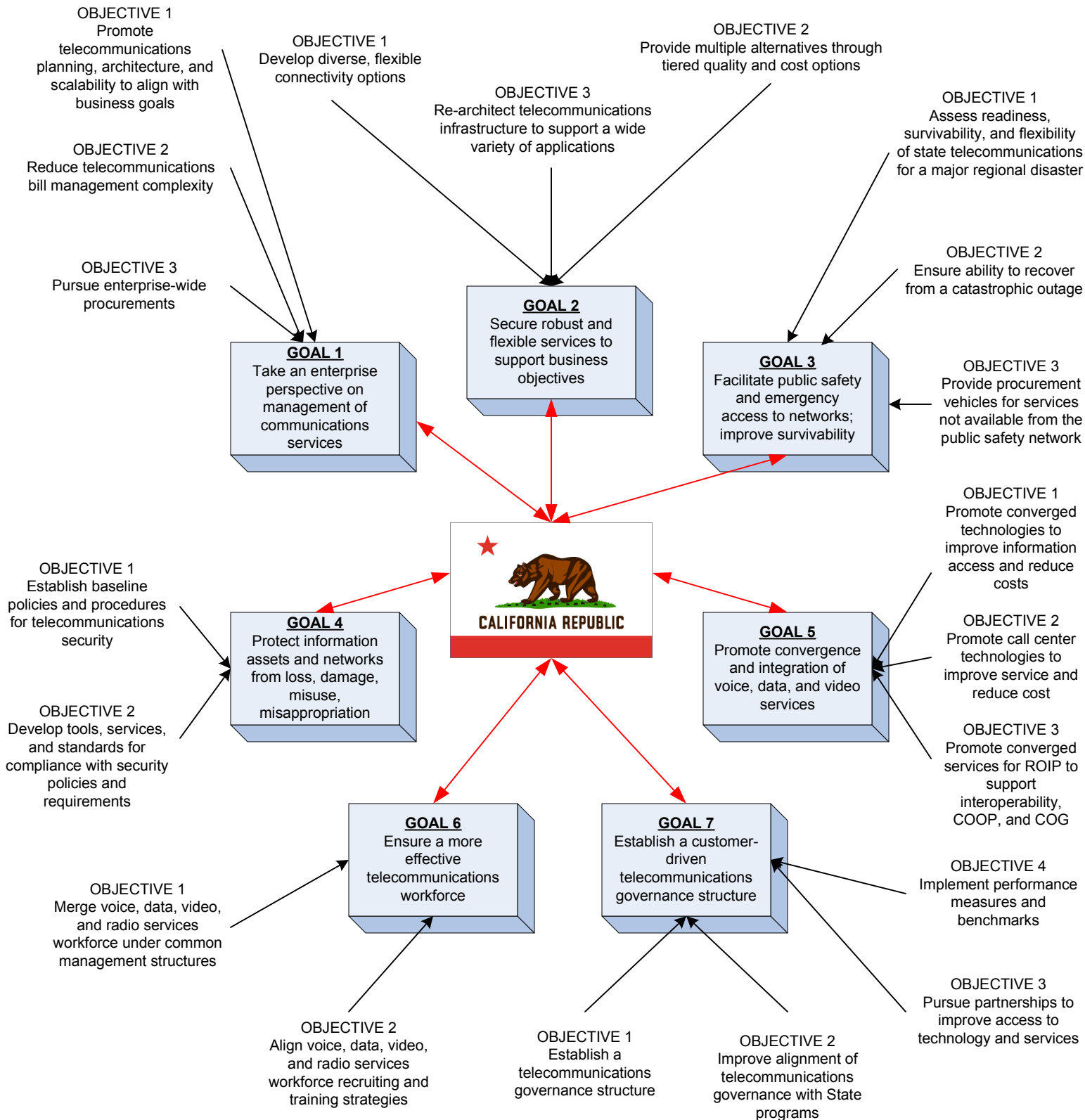


CALIFORNIA TELECOMMUNICATIONS STRATEGIC PLAN SUMMARY



CALIFORNIA TELECOMMUNICATIONS STRATEGIC PLAN – GOAL 1

1.1.1 Inventory network services and survey agencies for telecomm business needs.

1.1.2 Evaluate existing and available network service offerings for scalability constraints and plan to address them.

1.1.3 Establish a strategic team to explore alternatives for statewide network planning.

1.1.4 Establish a subject matter expert to advise State agencies on regulatory requirements and right-of-way issues. .

OBJECTIVE 1
Promote telecommunications planning, architecture, and implementation of systems and provide a dynamically scalable network

GOAL 1
Take an enterprise perspective in the acquisition and strategic management of telecommunications services

OBJECTIVE 2
Reduce communications bill management complexity

OBJECTIVE 3
Pursue, on an ongoing basis, enterprise-wide procurements that are timely and cost effective

1.2.1 Explore and recommend bill simplification by CALNET 2 suppliers.

1.2.2 Explore bill simplification for other DTS telecommunications bills..

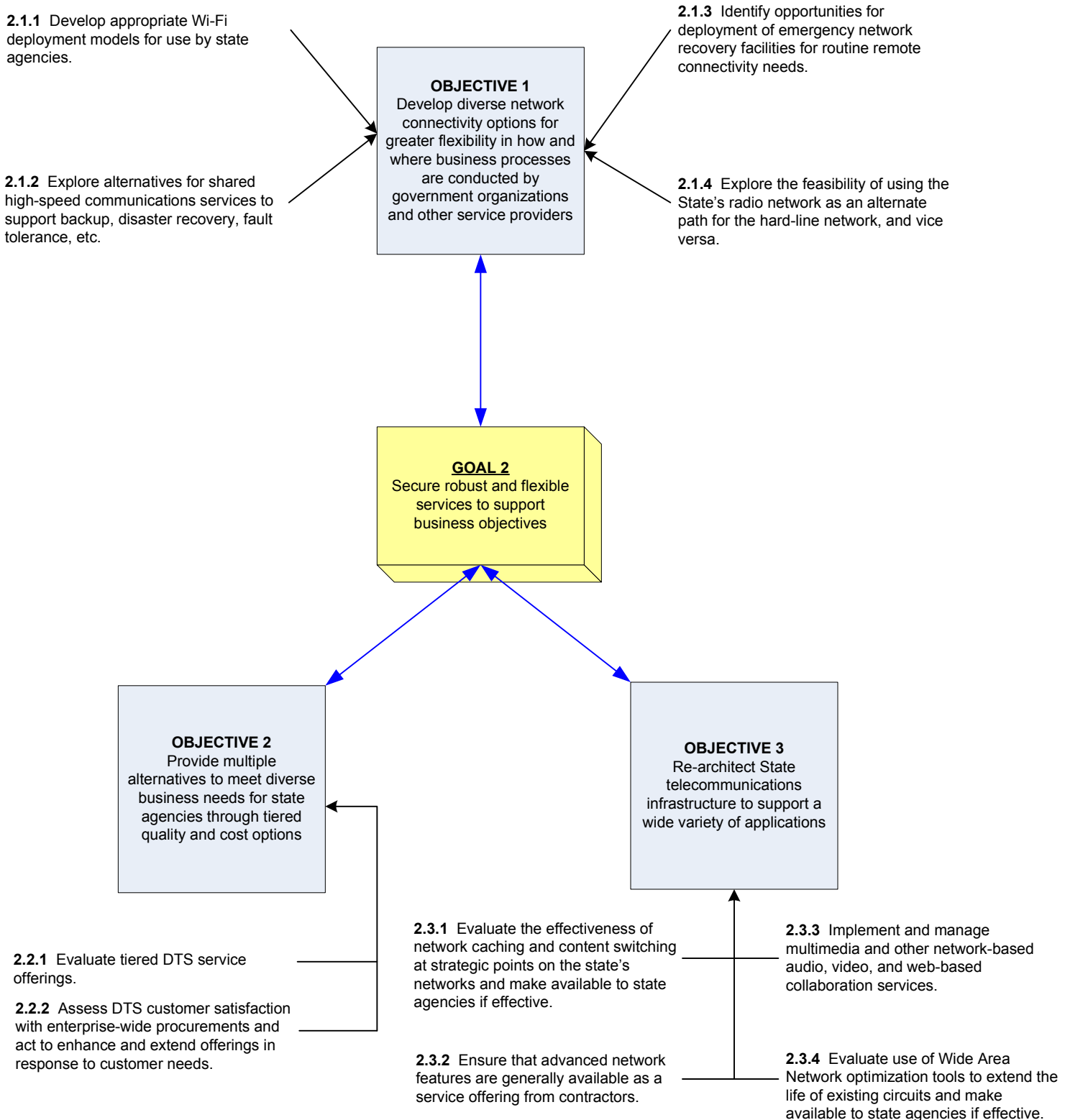
1.2.3 Execute a leveraged procurement for telecommunications expense management and invoice validation services.

1.3.1 Develop a procurement vehicle for independent network service management and operational services.

1.3.2 Develop a procurement vehicle for streaming video and audio services.

1.3.3 Develop a procurement vehicle for enhanced and extended network service offerings and voice services.

CALIFORNIA TELECOMMUNICATIONS STRATEGIC PLAN – GOAL 2

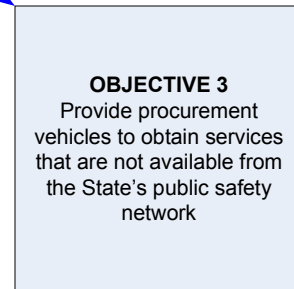
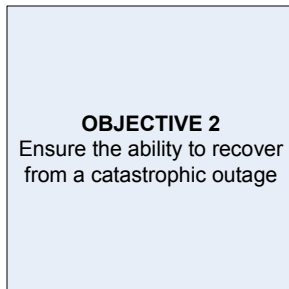
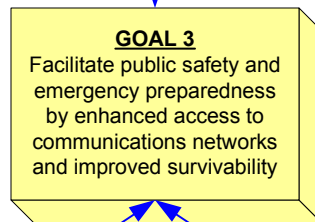
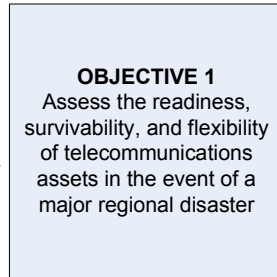


CALIFORNIA TELECOMMUNICATIONS STRATEGIC PLAN – GOAL 3

3.1.1 Commission a risk assessment of readiness, survivability and flexibility of State telecommunications assets in event of a regional disaster in Sacramento.

3.1.2 Conduct feasibility study of alternatives for survivable and rapidly recoverable remote communications facilities.

3.1.3 Sponsor analysis of California Multi-Agency Radio System to determine whether it is architected for a broad range of communications needs as a transport alternative.



3.2.1 Ensure recovery and survivability features of network service offerings are considered and used appropriately.

3.2.2 Encourage departments to implement network mutual aid agreements and continuity planning.

3.2.3 Develop policies and guidelines to facilitate restoration of telecommunications infrastructure and facilities after disruption.

3.2.4 Develop telecommunications fault tolerance guidelines and standards for new State building construction.

3.2.5 Outreach to private utility and communications service providers and public agencies to increase information sharing and partnerships.

3.2.6 Provide information, directions, and status updates to the public during an emergency.

3.2.7 Provide alternate region-wide telecommunications capabilities and business facilities for disaster recovery.

3.3.1 Contract for satellite telephone service for safety and emergency use in remote locations.

3.3.2 Encourage public safety agencies to identify new telecommunications offerings that will benefit public safety.

CALIFORNIA TELECOMMUNICATIONS STRATEGIC PLAN – GOAL 4

4.1.1 Develop statewide policies in areas that will advance telecommunications security.

4.1.2 Establish procedures and policies to manage remote connectivity to the network.

OBJECTIVE 1
Establish a baseline set of policies and procedures for governing telecommunications security

4.1.3 Include telecommunications security among the assigned responsibilities of the IT Council Security Committee.

GOAL 4
Protect State information assets and networks from loss, damage, and misappropriation

4.2.1 Establish a clearinghouse for network security best practices, maintain an inventory of current installed technologies, and provide general information.

4.2.2 Assess and report upon the need for contracts for security products and service offerings.

OBJECTIVE 2
Develop and promote tools, services, and standards to enable compliance with security policies and requirements

4.2.3 Develop a security strategy for Wi-Fi deployment, consistent with the State Broadband Initiative.

4.2.4 Develop procurement vehicles to provide vulnerability assessments and remediation plans.

CALIFORNIA TELECOMMUNICATIONS STRATEGIC PLAN – GOAL 5

5.1.1 Develop a converged technologies plan for the State.

5.1.2 Develop standards and regulations to ensure consideration of convergence in new development or major redevelopment projects.

5.1.3 Identify demonstration projects and provide sponsorship.

OBJECTIVE 1

Promote use of converged technologies to improve access to information and reduce operational cost

GOAL 5

Promote the convergence and integration of voice, data, and video services

OBJECTIVE 2

Promote the use of call center technologies and services to improve service delivery and reduce cost

OBJECTIVE 3

Promote use of converged services for Radio Over IP to support interoperability, continuity of operations, and continuity of government objectives.

5.2.1 Evaluate the feasibility of centralizing call center equipment and services and use converged technologies to virtualize processes.

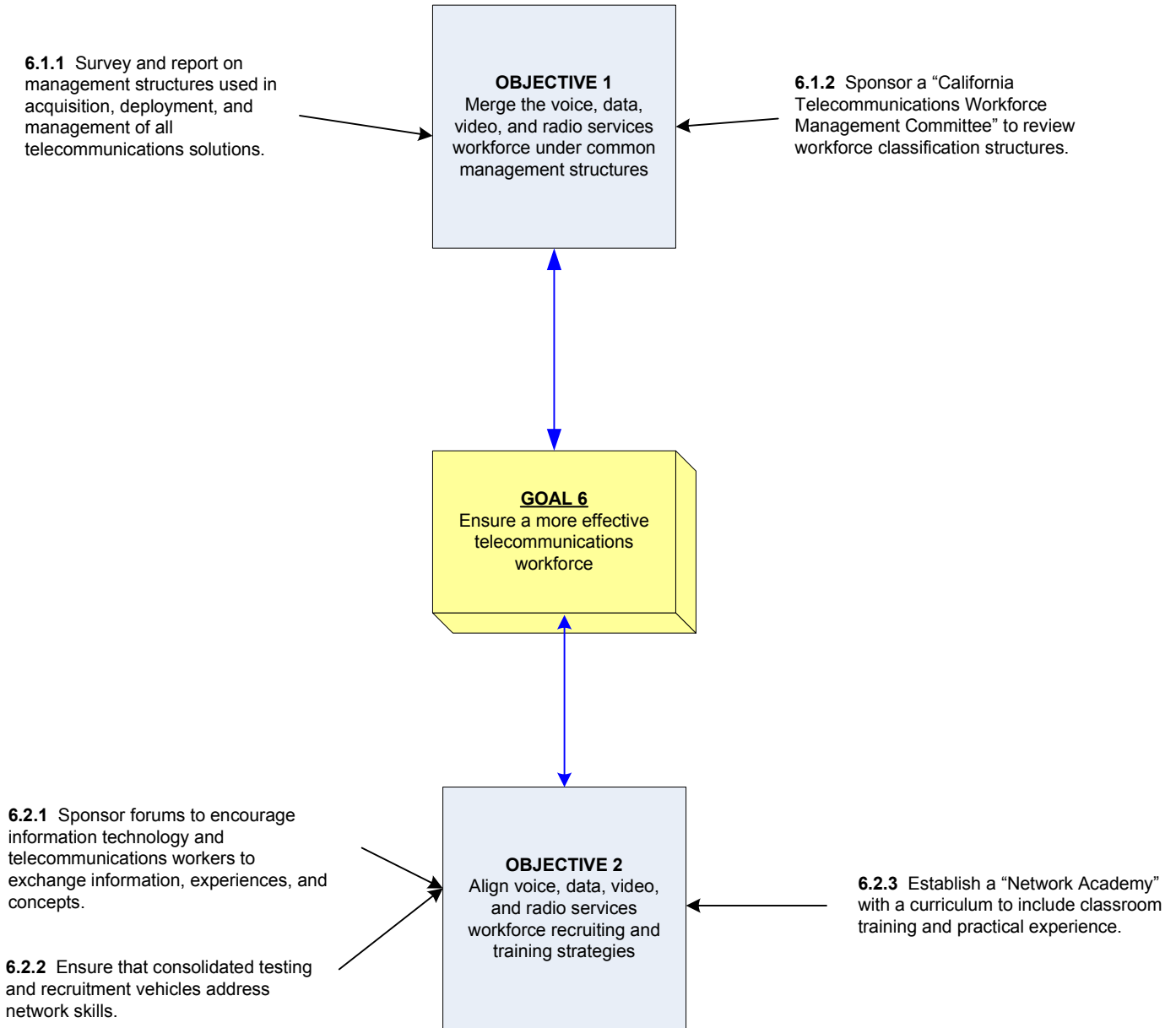
5.2.2 Identify demonstration projects and provide sponsorship.

5.2.3 Present options and vendor products to reduce costs and increase business capabilities.

5.3.1 Explore convergence to improve radio infrastructure through leveraging IP protocol technologies.

5.3.2 Sponsor an educational forum on radio options using converged technologies.

CALIFORNIA TELECOMMUNICATIONS STRATEGIC PLAN – GOAL 6



CALIFORNIA TELECOMMUNICATIONS STRATEGIC PLAN – GOAL 7

7.1.1 Establish governance for development, administration, and implementation of the Strategic Plan.

7.1.2 Establish a position of State Chief Telecommunications Officer.

7.1.3 Establish a telecommunications advisory group on requirements, technologies, services, risks, problems, and opportunities.

OBJECTIVE 1
Establish a telecommunications governance structure

7.2.1 Identify state and local government telecommunications working groups for consolidation and liaison.

7.2.2 Engage with Public Safety Radio Strategic Planning Committee to align public safety and business needs.

7.2.3 Monitor and report on emerging consumer technologies that may impact the State workforce.

OBJECTIVE 2
Improve alignment of telecommunications governance with State programs

GOAL 7
Establish a customer-driven telecommunications governance structure

OBJECTIVE 3
Pursue partnerships to improve access to telecommunications technology and services

7.3.1 Communicate and collaborate with State, local, regional, and federal government partners, tribal nations, schools, universities, and the private sector to improve access to telecommunications technology and services.

OBJECTIVE 4
Implement performance measures and benchmarks

7.4.1 Establish appropriate measures of effectiveness of the State's telecommunications infrastructure.

7.4.2 Establish specific benchmarks to evaluate the results of policy initiatives against policy objectives.

